



## USAID/Nepal Office of the Director - Executive Assistant

### Position Description

#### Position Description Summary:

Serves as one of two personal assistants to the Mission Director and Deputy Mission Director with the primary responsibility to assist the Deputy Mission Director. Performs Protocol assistance services in a high profile office with a large volume of correspondence, transactions, host-government, other donor and important private-sector contacts. Develops guest lists and prepares invitations, keeps track of and follows up on acceptance and regrets. Extends telephonic invitations when required; accurately writes and addresses invitations; and has invitations delivered in a timely manner. Plans major engagements, VIP visits, large representational events, and other work-related functions both large and small. Works as a liaison between Mission Director's residence on all matters relating to GSO for events and maintenance. Makes arrangements for transportation for the Director's Office.

The incumbent is responsible for writing the Performance Evaluation Report for one of the two USAID drivers. Maintains the schedule for USAID drivers, and ensures that the drivers are well aware of the venue of all meetings and evening engagements for the Mission Director and Deputy Director. When the drivers are free, coordinates with the other departments in order to assign them some miscellaneous tasks within the Chancery Building and other USAID employees may use the driver's services. Prepares travel vouchers and maintains time attendance for both the drivers. Also supervises important dispatch functions which are performed when motor pool vehicles cannot fulfill important transport requirements.

#### 14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

30%

Transmits instructions on behalf of the Deputy Director and Director to staff members, follows-up with staff members to ensure that various commitments made are met, and keeps the Director and Deputy Director informed of current status. Tracks important documents which come into the front office, particularly those requiring urgent attention, to assume they are properly addressed and concerned offices are informed of its where about if asked. Uses fast and sound judgment in screening telephone calls, referring important actions to other office staff when supervisor is unavailable, and handling routine matters independently when it is not necessary to involve the Director or Deputy Director. Makes appointments, handles principal telephone business, monitors the timely preparation of materials needed for meetings, trips, speaking engagements and compiles portfolios for all such activities. Receives, reviews and controls incoming and outgoing correspondence. Establishes and maintains office files, updates manuals and handbooks, and organizes paperwork flow for the office in a manner which allows quick retrieval of materials. Maintains record of time and attendance 4 FSNs and is the alternate time keeper for the Director and the Deputy Director.

Performs other duties as requested by the Director and the Deputy Director to ensure the orderly and efficient performance of the office. They rely on the employee as a resource person.

Scheduler:

20%

Arranges appointments with host-government (Ministers, Secretaries, Deputy Secretaries & Joint Secretaries) and private sector officials for both Mission Director and Deputy Director as required and for other USAID personnel. Maintains the calendar on the LAN system for the Director and Deputy Director in conjunction with the Director's Administrative Assistant, makes necessary arrangements for meetings, and advises of potential scheduling conflicts and upcoming events for daily and weekly meeting. Assures sufficient time is allowed to prepare for and/or travel to and from meetings. Advises Director and Deputy Director of calendar entries and/or changes and reminds them of scheduled appointments and provides them with a daily, weekly list of appointments, maintains after hours schedules. Maintains the Mission calendar which is available for all Mission to view.

Information Management:

25%

Independently drafts correspondence for approval and responds to routine correspondence within area of authority. Prepares cables and country clearance cables for the Director's office, TDYers and for high ranking visitors as required. Also, prepares memos and official correspondence for the Director and Deputy Director's signature and arranges for appropriate delivery of correspondence. Maintains knowledge of grammar, spelling, punctuation, correct format, typographical errors for outgoing correspondence make sure that the USAID branding logo instructions are followed by all employees. Knowledge of downloading information from the State Department website for cable formatting, TAGS and accurate wordings. Reviews cables for all offices and ensures that its in the correct format. When cables and letters from other offices come to the Front Office with errors, on format problems (as is frequently the case), provides guidance for needed correction or corrects documents directly. Knowledge of formats for memo's, letters and documentation for the Ambassador's Office at the Embassy. Coordinates with Regional Security Office (RSO) for clearance regarding Mission travelers' field visit and access to AID compound for the visitors of the Director and the Deputy Dir. Requests procurement services for USAID using eService. Coordinate with General Service Office to monitor, follow up and expedite urgent procurement requests. In conjunction with the Director's Administrative Assistant, maintains filing system for the Director's Office files on all major business in the Mission. Maintains the visitor's list, out of station matrix and leave plan for the mission. Requisitions office supplies, repairs on office equipment, printing services and maintenance request for residence. Also, arranges with GSO to purchase supplies if the needed item is not in stock. Keeps the Mission Director and Deputy Mission Director's invitation cards in stock and reorders when required. Regularly updates telephone listing of important contact telephone numbers and addresses. Keeps track of all official and personal calls from the land

line, mobile phone and faxes and separate them for billing purpose. Keeps track of Front Office loaner mobile phones. Sorts, safeguards, prioritizes incoming mail and telegraphic traffic, alerts responsible parties to priority action items. Screens telephone calls and responds to inquiries. As needed, translates messages and correspondence arriving in Nepali into English in order to direct actions to appropriate office.

Specialist: 10%

Maintains liaison with the Ambassador's Office; Office of the Management Counselor, other principal offices of the U.S. Embassy; and Consular section to ensure that high ranking government officials have their visa appointments setup. (This is done in the full interest of the U.S. Government.) Sets up appointments with the Ambassador's Office for Nepal Government officials when USAID is involved.

Liaises with host government officials (Ministers, Secretaries, Deputy Secretaries & Joint Secretaries) in order to facilitate their communication with the Front Office and ensure that promised actions (e.g., requests for information are followed up).

Technical Expert: 5%

Trouble shoots and resolves problems, prepares and formats macros for AEFs for all USDH. Maintains document management and proper maintenance of relevant AEF files. Makes arrangements to send it to the concerned person through courier service. Schedules the LAN calendar system; provides guidance to staff on related issues in area of delegation of authority; handles telephone calls from other sections which have queries from various organizations to high ranking Government officials.

Process/Events Manager: 10%

Makes domestic and international travel arrangements for the Director and Deputy Director. Assures arrangements for large meetings and conferences are made, including meeting rooms, meals, ground transportation, clerical support, translation services (if required); etc. Based on itinerary, brief notes and receipts, prepares travel vouchers for the Mission Director and the Deputy Mission Director and forwards to Controller's office.

Composes non-technical correspondence relating to office operations; instructions to mission staff, thank you notes, "RSVPS" and "regrets" for the Director and Deputy Director when cultural sensitivities must be respected.

The incumbent takes roles in official VIP visits, partner meetings and retreats.

The incumbent is responsible for operating USAID information systems and information security to a level of “Separation of Duties”, “Individual Accountability” and “Need to Know” as defined in ADS 545.3.2.1 and also below:

## **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

a. Completion of Higher Secondary education is required. Secretarial training is required.

b. At least five years of experience as an Executive Secretary or Office Manager is required. More experience is preferred.

c. Post Entry Training:

Computer training on new software and applications.

d. Language Proficiency: List both English and host country language (s) proficiency requirements by level (II, II) and specialization (sp/read):

Level IV (Fluent) Speaking/Reading/Writing English is required. Level IV (Fluent) Speaking/Reading/Writing Nepali is required.

e. Job Knowledge:

Knowledge of PCs: Clear fluency with Microsoft Word; Microsoft Excel; Microsoft Power Point; Office calendar scheduling; Internet and e-mail. Knowledge of administrative concepts and practices affecting subordinate section/units. Knowledge and views sufficient to enable the incumbent to perform duties such as developing material for the Director and Deputy Director's use in public speaking engagements. An understanding of the social mores of the country; good knowledge and understanding of USAID procedures and regulations pertaining to the administrative area, communications and records program, and USAID programs and policies. Good working knowledge of Department of State and Nepal Government organization and protocol.

f. Skills and Abilities:

Skills in supervising, advising and instructing office staff in subordinate sections/units concerning matters on protocol, format, management, memos, reports, correspondence, macro for AEFs, scheduling the LAN calendar and telephone procedures. Knowledge of personnel record keeping procedures to maintain files of personnel regulations, directives, and references. Ability to analyze office procedures, determine needs, and reorganize data and procedures

without instruction. Ability to gather information and draft complex correspondence independently within area of authority. Ability in downloading information from the State Department website for cable formatting, TAGS and accurate wording. Ability to work with the GON tactfully, calmly and patiently. Ability to use judgment to analyze information and take appropriate actions (phone calls, prioritizing work, etc.). Use courtesy, patience, adaptability, initiative, cooperativeness, resourcefulness in determining priorities and making decisions, and mature judgment in dealing with all types of personalities. Ability to work under high pressure to meet deadlines.

## **16. POSITION ELEMENTS**

### **a. Supervision Received:**

Minimum supervision by the Mission Director or the Deputy Mission Director. Reports to USAID Deputy Mission Director and provide back up support in the absence of Executive Assistant to the Mission Director.

### **b. Supervision Exercised:**

Oversees assignments of the two USAID drivers' tasks who drive for the Director and Deputy Director. Is responsible for writing the Performance Evaluation Report for one of the two USAID drivers. Maintains the schedule for USAID drivers, and ensures that the drivers are maintaining a daily vehicle check. Also ensures that the drivers are well aware of the venue of all meetings and evening engagements for Mission Director and Deputy Director. If the drivers are unaware of the venue ensure that a dry run is performed prior to the program. Ensure that the drivers are complying with the security instructions and staggering their routes when transporting the Mission Director & Deputy Director. When the drivers are free, coordinates with the Human Resource Specialist in order to assign them some miscellaneous task within the Chancery Building and other USAID employees may use the driver's services. Prepares travel vouchers and time attendance for both the drivers. Also supervises important dispatch functions which are performed when motor pool vehicles cannot fulfill important transport requirements.

### **c. Available Guidelines:**

USAID Handbooks and USAID Nepal FSN Handbook, and US Mission Kathmandu Manuals and prior correspondence; in unusual cases, the contractor may check with the supervisor or the Executive Assistant in the Embassy for the proper format.

d. Exercise of Judgment:

The incumbent uses judgment to act independently and priorities and manipulates scheduling independently on most occasions to meet the needs of Mission Director and Deputy Director. Frequently must make decisions regarding Mission Director and Deputy Director's schedule. Determines assignments of actions and correspondence to mission offices. The incumbent is tactful, courteous, patient, adaptable, initiative, cooperative, resourcefulness, good judgment in determining priorities and making decisions, and mature judgment in dealing with all types of personalities and ability to work under pressure to meet deadlines.

e. Authority to Make Commitments:

None

f. Nature, Level and Purpose of Contacts:

Has contact with Host Country (Ministers, Secretaries, Deputy Secretaries and Joint Secretaries), Embassy and other Donor officials at the highest levels for purposes of managing events and scheduling meetings and preparing related program documentation. In USAID, contacts Director, Deputy Director, Team Leaders and other senior staff; in Embassy, to Ambassador's office and offices of other key Embassy staff to set up appointments and request information.

g. Time Expected to Reach Full Performance Level: Six months